

## Executive Official Customer Feedback Survey

In an effort to ensure customer satisfaction of MITRE performance with your Agency's task order under the Internal Revenue Service's (IRS) Federally Funded Research and Development Center (FFRDC), and to provide valuable feedback to IRS, we have launched a customer feedback mechanism for Executive officials in your Agency.

As part of this effort, we are asking for approximately 7-10 minutes of your time to complete a survey that will address important issues concerning MITRE's relationship to your program and your agency. This customer feedback effort is intended to provide a mechanism to get your views on how MITRE is doing and what they can do better, and to assess non-sponsor performance under the FFRDC.

We very much appreciate your help in completing the survey. Should you have any questions, please email Christopher Wright at [Christopher.D.Wright@irs.gov](mailto:Christopher.D.Wright@irs.gov).

Program Name:

MITRE Contact:

Your Name (Optional):

Please rate the service you received for each question using a scale, where 1 is **STRONGLY DISAGREE** and 5 is **STRONGLY AGREE**.

1. MITRE staff enable my people to keep me informed about program issues. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
2. I felt that I have received good value from MITRE services. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
3. In the future, I would like to continue working with MITRE on my program. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
4. I view the expertise of MITRE as critical for my program. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
5. MITRE has a special role to play in my organization. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
6. MITRE work is of consistently high quality. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
7. MITRE meets its ongoing commitments to my program. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
8. MITRE is responsive to changing program needs. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
9. MITRE is proactive in addressing issues that go beyond project scope but affect my program or my agency. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
10. The MITRE staff assigned to this program understand my programs. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
11. MITRE promotes common solutions and integration across programs. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
12. MITRE's work has had a significant influence on my organization and mission.  
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

In the space below, please provide any additional feedback concerning:

13. What does MITRE do well?

14. If you were dissatisfied with anything, as noted on the survey, please explain below.

15. Please provide any additional comments or feedback in the space below.

When you click on the Submit Form button, you will receive a message "This form is being submitted using email. Submitting this form will reveal your e-mail address to the recipient, and will send the form data without encrypting it for privacy. You may continue or cancel this submission." **Please click OK to continue.** You will then receive a second warning message "A program is trying to automatically send an email on your behalf. Do you want to allow this?" **Again, please click YES to continue.** If you wish to remain anonymous, you can fax your form to 202-283-1437, Attn: Christopher Wright.

Submit Survey